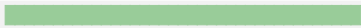# Human Resource Management - Applicant Intake and Recruiting - Selected Text Responses

Do you know of specific applicant intake and recruitment reporting tools that you are currently not using that would make your life easier?	Response Percent	Response Total
Yes	45.7%	16
No	54.3%	19
Total # of respondents 35. Statistics based on 35 respondents; 0 filtered; 0 skipped.		

If yes, please list the tools.	Response Percent	Response Total
1.		16
People Soft		
VCU's online application process		
SQL Web based application		
Can Packages available for a fee		
HRIS applicant tracking systems such as Oracle, SAP, etc.		
People Admin		
Integrated Human Resource Information System that would work across all HR business functions - not just applicant intake and recruiting		
Cost per hire		
applicant tracking system		
total online system for applicant tracking process		
Bookshelf Applicant Tracking software		
Peoplesoft		
HR Tracking System		
Total on-line system for recruitment		
On-line Applicant Tracking System		
Laptops with CD/DVD's for Recruiters		
2.		3
staffing part of a HRIS		
People Admin		
Advertising using Billboards		
3.		1
Open HIre		
4.		0
5.		0
Total # of respondents 35. Statistics based on 16 respondents; 0 filtered; 19 skipped.		

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Please list up to five strengths of your current business processes for applicant intake and recruitment.	Response Percent	Response Total
1.		35
Centralized process provides consistency		
Most applicant information is retrievable		
Accept and process applicants in a timely manner.		
defensible - well documented		
Updated daily		
Data collected is comprehensive		
Statewide recruiting system		
Provides data reporting for mgt. use in evaluation of effectiveness		
Consistent, fair and equitable		
Well designed access recruitment database		
Hand date stamped in		
Data collection, but not agency wide as is needed		
None		
Provides some interface with existing HR systems		
Applicant information is easily retrievable		
Tailored		
Immediately able to assess response to recruitment		
Low or no cost		
personal contacts with applicants		
Online applications - information is integrated into HR Oracle which eliminates keying information		
statewide automate job posting system for classified & wage positions		
promptness & efficiency		
Merges names/addresses with letters		
Establishes a data base in Word to allow mail merges		
REPETITIVE RECRUITMENT		
Our Acces ATS produces lists of applicants, job numbers, titles and screening criteria		
Tracking of Applications		
On-line application process		
Knowledgeable, experienced staff		
Recruit - statewide job posting system for classified and wage positions		
E-mail applicant intake		
Fair		
There is a consistent, compliant VDH system for this process managed by Office		

	of Human Resources (OHR).		
	RIS system generates applicant letters and address labels		
	Provides equal employment opportunity to all applicants.		
2.			29
	Ability to accept applications via email/website		
	Coordination between HT and hiring manager		
	ability to conduct widespread recruitments		
	Can use the job list database for query and merge		
	Generates letters to applicants		
	Structured Process		
	Meets EEO reporting requirements		
	HR staff and employees are trained in the process		
	Yearly updates of all EWPs required by Managers and reviewed by HR		
	Accept via email, US Mail, hand delivery		
	Report generation		
	Minimizes duplication and double entry		
	Form letters easily generated from applicant listing		
	Efficient		
	Able to verify receipt of applications		
	Flexibility for recruiting to meet geographic needs		
	HR Oracle automatically generates mailing labels for notification to applicants		
	required vs. preferred job specific ksa's		
	Calculates EEO Stats		
	Screening sheets can be created by using copy,paste functions		
	ALREADY HAVE RECRUIT INFO FOR POSITIONS		
	Excel vacancy report provides all necessary info for management reporting		
	Notification to Applicants		
	Maximum Employment Level Tracking		
	Systematic processes		
	Accurate		
	HR Recruitment & Selection guidance and best practice information have been developed and placed on OHR Web site for use by all VDH employees.		
	RIS system maintains list of applicants		
	In compliance with state and federal laws, regulations, and guidelines.		
3.			24
	HR staff completes the initial screening of applications		
	Recruitment process begins in a timely manner		
	shared responsibilities with requesting manager, subject matter experts		

	Quick notification turnaround to applicants		
	Fairly easy to learn		
	Routine Process		
	Trending data		
	Adequate automated system for most needs		
	Job ads that are clear on qualifications & applicant requirements		
	Confidentiality		
	System letters, forms, etc.		
	Allows for some record keeping and tracking or recruitment activity		
	Fair		
	Can answer any questions from applicants regarding their applications		
	Convenience for applicants to apply by fax, email, all Local offices		
	HR Oracle generate EEO reports and automatically downloads into DHRM's system		
	easibily understandable & defensible screening criteria		
	Moves data from one screen to another		
	No cost		
	Staff can pull up the database to determine if an application has been received		
	Well-defined		
	Automated Recruitment & Selection forms are in use - system provides consistency & compliance; provides EEO data.		
	RIS asists with screening		
	The selection process is administered, scored, evaluated, and interpreted in a uniform manner.		
4.			15
	Trained staff and managers		
	Uniform system applications		
	Well-documented processes		
	On-site IT support as recruitment database needs change		
	Personal attention to prospective appliacants		
	Provides EEO data and other reports		
	Flexible		
	Automatically generates response letters to applicants		
	Centralized & consistent		
	HR Oracle generates applicant listing and create a screening criteria matrix		
	Data is restricted to HR staff use		
	Most positions are open to all		
	Quality Assurance review of Recruitment & Selection is conducted on an ongoing basis by OHR.		
	RIS produces EEO data and advertising data		

	Our Recruitment Unit which actively attends job fairs, career fairs, military bases, churches, colleges, and professional businesses provide a diverse applicant pool.		
5.	FINAL		8
	Positive working relationships with hiring supervisors and managers		
	Fast turnaround for customers		
	A consistant screening process that is clearly documented		
	One stop shopping for all services at one loaction		
	Ability to track applicants job history within the agency.		
	Seeks best qualified applicant		
	A Recruitment & Selection resources list has been developed by OHR and is available for VDH employees electronically.		
	Builds community relations throughout the Commonwealth.		
	Total # of respondents **35**. Statistics based on **35** respondents; **0** filtered; **0** skipped.		

Please list up to five opportunities for improvement in your current business processes for applicant intake and recruitment.	Response Percent	Response Total
1.		31
Improved ability to access data on applicants by position number, name, or social security number.		
Increase the accessibility to change closed position info		
Better coordination within HR for nursing vacancies		
Eliminate data entry of applicant data		
Needs to generate useful reports		
More online services to customers		
Needs to be more user friendly		
Continuing training of interview panel members		
The greatest issues with regard to applicant intake & recruitment are related to state-supported systems.		
Hiring of more employees to assist		
Need agencywide HRIS (integrated)		
Automated processing		
More interface across all HR systems		
Develop a mechanism for distinguishing a applicant listing for positions that are filled multiple times.		
Increasing opportunities for minorities to learn about openings		
Automation of applicant intake & recruitment		
automation of applicant tracking		
Eliminate double keying into HR Oracle and PMIS - be able to key into one system		
online application		
when we list applicant flow data, it would be helpful if this could also merge the information to a mail merge to be used for sending rejection letters.		
Development of a better applicant tracking system that is standard for all state agencies		
Need a statewide applicant tracking software		
Integration of functions with DHRM's applications - e.g., RECRUIT		
Reporting		
On-line application, eliminate print		
Automation of screening process		
Applicant tracking on-line		
Appicant tracking		
Automation		
Development of VDH web based forms is currently underway.		
Improve the length of time it takes to complete background investigations.		

2.			**25**
	More user friendly applicant tracking system		
	Have more flexibility in developing type of report needed		
	Consistent review of positions numbers before posting		
	cost of copying applications		
	Needs to be more readily available - there is lots of down time with the system		
	Utilize applicant tracking information to enhance future recruitment pools		
	More user-friendly report production		
	Automation would provide historicial demographics for future hiring campaigns		
	Automated screening		
	Continued minimization of duplication and double entry		
	Eliminate duplicate data entry for new hires.		
	Proto-type of VCU applicant process needs to be available for other agencies		
	automation of recruiting process in order to determine cost per hire		
	Possibility to scan applications into HR system to replace keying		
	one system for all recruitment management		
	Use of postcards for confirmation receipt instead of letters		
	Automated EEO reporting to DHRM		
	Intergrated System		
	On-line screening of applicant pools		
	emailing applicants and generating acknowledgement of receipt		
	Screening module		
	Positon Control		
	Speed		
	RECRUIT data is not currently stored & made available for agencies by DHRM.		
	More manpower and positions to help expedite the entire recruitment process.		
3.			**18**
	Quicker applicant tracking system		
	Check applicant info already in database by list vs. looking at screen by screen		
	staff time involved in copying		
	Needs to allow generation of customized reports		
	Continue to place all documents in shared electronic folder		
	Expand recruitment sources to obtain more qualified applicants		
	Easiley identify individuals that shot gun the agency		
	Report generation		
	More record keeping and variety in ad hoc reports		
	Ability to manipulate system, data easier then current available		
	Automatic generation of management reports - e.g., time to hire		

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	On-Line Real Time		
	On-line applications referred directly to HR staff		
	1 system for all processes		
	Electronic forms		
	Communication with applicants		
	Automated state application form (non-PDF) is needed.		
	An overall intergrated HR Information System which tracks active, inactive, wage, contract, and applicant information and eliminate the Mapper and Applicant Flow Data System.		
4.			**13**
	Ability to generate specific letters to applicants		
	Track cost of recruitment		
	Automatic generation of recruitment correspondence		
	automation would provide a mailing list for future contacts		
	Single entry		
	Easier sharing of information in a distributed organization		
	Ability to make correction easily.		
	Ability for hiring managers to acess applications electronically		
	on-line application		
	Requisition management		
	Feedback to managers		
	Automated state application process to include electronic submission of applications is needed.		
	Develope incentive program for sworn and civilian employees to help recruit qualified applicants with emphasis on diversity.		
5.			**6**
	Use recruitment turnaround statistics to enhance future recruitment efforts		
	infromation on applicants could be shared across agency departments		
	Ability to retrieve applications faster online.		
	On-line screening		
	Ability to reach broader applicant pool		
	Develop a process to have applicants contact recruiters prior to submitting an application.		
Total # of respondents **35**. Statistics based on **31** respondents; **0** filtered; **4** skipped.			

Please identify up to five attributes, features, or characteristics you wish for in an ideal applicant intake and recruitment process.	Response Percent	Response Total
1.		33
Paperless, on-line application		
For multiply agencies have one application/program with a field to identify the agency in lieu of changing to another screen for another agency		
Complete,legiable applications		
on-line application process		
one intake system that tracks stats and provides personal information for individual notification to applicants		
Interface with DHRM/Central Office so # of requests for compiling data manually are reduced to few or none		
Windows based applicant tracking system		
Ease of Use		
Simple		
Ideally, the greatest benefit would be to have a fully functional HR system through DHRM which supported all processes and allowed for data reporting and manipulation.		
all applications handled via email		
Need agencywide HRIS/database to encompass all HR functions		
Automated processing and screening		
Totally integrated HRIS interface with all existing HR systems		
Ability to create customized reports		
More user friendly RECRUIT entry in PMIS		
Automated Screening		
easy to use		
Ability to let the system know the core criteria for position screening and have only those applications forwarded for further review		
same as item # 22		
If the state would REQUIRE all agencies to use RECRUIT only to post job ads and refer to this website in the classified sections of the newspaper, then the agencies could save millions on advertising costs!		
Paperless system		
Statewide applicant tracking system that will automatically generate acknowledgment letter and set up screening sheets		
DATABASE TO ENTER APPLICANT INFO		
On-line applicant intake		
Statewide system that is useful for the information required		
same as response to Number 22		
Automated applicant tracking		
One system for all recruitment processes		
On-line applicant tracking system		

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	Fairness-Equal Opportunity		
	Historical RECRUIT data is needed for agencies to use as resource.		
	Develop a state wide HR Information System which tracks active, inactive, wage, contract, and applicant information.		
2.			25
	Automating approval process to increase efficiency		
	Have all information on each person visable on one screen		
	Up-to-date,user friendly		
	user friendly for applicants and hr staff		
	Simple to learn/good instructions provided		
	A interfaced applicant tracking and recruitment entry system		
	flexibility so that modules can be easily added		
	Well documented		
	background checks would be automated.		
	Applicant enters all background/experience information		
	Ability for applicants to enter in data with automated pre screening capability		
	Ability to schedule and track interviews		
	Application input by applicants		
	web based		
	A system that electronically notifies applicants of stage in progress		
	predominantly paperless system (at least 90%)		
	On-line Applications		
	Automatically generate acknowlegement letters		
	USE DATABASE TO GENERATE LETTERS TO APPLICANTS		
	Auto-screening based on designated competencies		
	Automated notifications and prompts		
	Screening matrix		
	Well-defined and accurate		
	Automated state application form is needed		
	Report writing, queries, Applicant Screening and Update Sheet		
3.			22
	Integrate with PMIS and CIPPS		
	Not case sentive to information type into database		
	automatic upload/link to DHRM to provide required applicant data		
	Ability to export data into Excel to do custom reports or searches if needed		
	Statewide recruitment resource tools (trade websites, etc.)		
	Detailed reporting by facility & CO, synthesized and individualized		
	Fair and Equitable		

	demographics compiled without manual intervention provide more reliable stats.		
	Automated notification that information has been entered		
	Creation of job data bank		
	Develop a component that analyzes EEO adverse impact		
	Automated generation of correspondence		
	able to add customized features		
	A system that provides DHRM the necesary EEO assessment information		
	Ability to screen applications on line via key words / phrases		
	Automatically generate late application letters		
	IMPROVEMENT TO "RECRUIT SYSTEM"		
	Pre-screening questions		
	On-line application		
	Ability to select best qualified applicant		
	An automated state application process is needed to include electronic submission of applications.		
	Track all EEO and DHRM statistical data to eliminate each agency from submitting data.		
4.			18
	Ability to scan applications and enter them into a central database.		
	Automatic late feature if position has already closed when date received is past close date		
	Eliminate the need for each agency to re-invent systems or features that other agencies already have developed		
	Statewide recruitment campaigns for difficult to recruit occupations - i.e Nursing		
	Integrated with training & other HR data		
	Provides all necessary information quickly		
	Individuals who target the agency could be handled in the appropriate manner		
	Should be able to generate standard and ad-hoc reports		
	Automated job announcements from the EWP		
	ability to scan applications into the system and allow those applications to be viewed by hiring managers		
	The capability to use a system from the request process to establishing employee personnel data for a new hire		
	Ability for applicant to retrieve previous applications to update for another job application. DMV has such a system.		
	Automatically generate EEO statistics		
	VEC AUOMATICALLY PICK UP RECRUIT INFO SO WE DON'T HAVE TO ENTER INTO BOTH SYSTEMS		
	Automated EEO and other hiring reporting		
	Paperless system		
	Ability to reach broad applicant pool		
	Provide cost to contact and hire applicants analyst and statistics - automated.		

	5.		12
	Ability to generate reports to focus on areas of underutilization		
	Simplified way to move appicants from one position pool to another position pool		
	Centralized interfaces with major media outlets for advertising.		
	Thorough training of all involved		
	skill and education levels in the available geographic area could be evaluated and coord. with LEA.		
	Applicant info viewed electronically by manager		
	Automated interview schedule		
	Reporting features that allow the retrieval of classified and wage information, number of jobs filled, EEO-4, requisition, posting data		
	STATE TO BETTER INFORM THE PUBLIC OF "RECRUIT"		
	Integration with HRIS for selected candidates		
	Communication with applicants and managers		
	Provide a better mechanism to follow up with contacts through automated emails, letters, or phone messages.		
	Total # of respondents **35**. Statistics based on **33** respondents; **0** filtered; **2** skipped.		

Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.		Response Percent	Response Total
			25
	Department of Human Resource Management (DHRM)Policies 2.10		
	none known		
	Title VII, EEO, Immigration Reform Act, prevailing state policies on recruitment and hiring.		
	No State or federal law restriction as long as user needs met		
	None		
	Only the standard state and federal law and regulations that apply across the board to all employers.		
	No		
	upcoming issue - protection of social security numbers		
	no		
	This question should be addressed to the Department of Human Resources Management.		
	Not that we know.		
	No		
	Uniform Guidelines on Employee Selection Procedures EEO Law Affirmative Action		
	No		
	No		
	No		
	Tilte VII - have to ensure demographic information is separated applicant ID.		
	Just be knowledgeable of all EEO and federal and state laws/policies		
	NONE KNOWN		
	No		
	Title 7 Requirement for Original signature (need electronic signature capability)		
	Must ensure compliance with: Federal Merit System requirements State/federal EEO laws Equal Pay Act		
	Equal Opportunity Employment Act American's with Disabilities Act		
	None		
	Do not know of any.		

Total # of respondents **35**. Statistics based on **25** respondents; **0** filtered; **10** skipped.

If you have any other concerns or comments about this functional area, please include them here.		Response Percent	Response Total
			17
	Function should not be centralized through DHRM		
	applicant intake and recruiting require a significant amount of time and labor. It takes too long from initial advertisement to filling a position; result is qualified applicants likely have found employment elsewhere.		
	The ability to consolidate as many systems as possible to prevent double or triple entry for all HR functions is critical. In this particular area the system MUST interface easily with the HuRman system so requried EEO data can be tracked.		
	As stated earlier, the greatest assistance would be an electronic system that allows for information input/retrieval and the creation of reports and manipulation of data to meet individual agency needs. A system such as this would meet multiple needs, including applicant intake and recruiting. If the state had a repository for HR information and allowed individual agencies to select software supported by a main system through which they could upload and download information, this would be most functional. It will not be possible to create a "one size fits all" for every state agency.		
	The agency has been put at a disadvantage when competing with other government organizations for will qualified personnel due to drastically reduced general fund budget. This results in a work force that settles for just getting by with little personal motivation to improve or excell in their state position.		
	We are using Access for our databases, but these are basically stand alone databases. What is needed is an agencywide HRIS which incorporates all HR functions and activities.		
	An applicant tracking systems should easily interface or be a part of systems for other HR functions. For example, after applicant data is entered in the applicant is selected, the new employee's personal data should automatically transfer to a system used for personnel transactions.		
	No		
	The porcess is very heavy with paper, copying and filing. Also, one person applies for several jobs - that applicant must be keyed for each job applied. There is a tremenedous waste of time, energy, money and people power.		
	The current RECRUIT data base is very frustrating in that when typing the job description, the sentences do not scroll, and if there is too long a break from working on the screen, everything disappears and it has to be redone.		
	Background checks for the state could be centralized. There are plenty of companies that the state could contract with to provide criminal, work history, credit and education checks for a fee. By leveraging the Commonwealth's size as an employer, we could get this service for a reasonable fee. Currently, we pay VA Ste Police $15 per background check and we only get VA information. I believe this is a real opportunity for the state to improve its hiring practices and reduce costs associated with negligent hiring.		
	It appears agencies have different systems to support their recruitment tracking needs. It would be nice to have the same system that is totally ingrated for DHRM needs.		
	This function, above all others in HR, lends itself to enhanced automation, which we are expploring. The agency has been awaiting the procurement of a Statewide applicant tracking system to ensure uniformity statewide.		
	Concern for reporting EEO and applicant data.		
	The Office of Human Resources (OHR) is responsible for the compliant and		

effective operation of HR for the agency. The Office of Human Resources (OHR) conducts a centralized HR operation, working collaboratively with supervisors, business specialists and generalists statewide to assure compliance and quality for decentralized components. OHR develops policy and institutes procedures to assure compliance with a variety of mandates, institutes and promotes the use of best practices in support of the agency's mission and develops resources and tools for supervisors and managers statewide. OHR functions with teams of HR generalists providing VDH customers with guidance/consultation in applicant intake and recruiting. For purposes of this survey, the FTE assignments were based on staff involvement in the processes described in the definitions. Therefore no staff time has been allotted for the customer consultation/guidance function.

The survey is completed based on chaning the word Agency to Distic in all questions. District needs to be totally involved in the intake and recruitment process. Recruitment process needs to remain decentralized to the District as in the current process.

The recruitment process is a very meticulous process which encompasses several individual processes. For example, to bring a class of 90 applicants in we would need to invite 1000 applicants to a written examination which is scheduled 3 to 4 times during the recruitment period. Those that pass the examination would then be scheduled for a polygraph. Those passing the polygraph and continue to have a thorough background investigation conducted. Those passing background would then be scheduled to take a Work Performance Test (abilities test), physical and psycological examiniation, and drug test. Depending on the number of vacancies and anticipated vacancies, an offer would be given to the number of available positions.

We have created internal access database systems to assist, automate, and eliminate duplicate processes and provide greater functionality.

It is hard to articulate the myriad of functions involved in our recruitment process so please contact our agency for additional information and questions.

Total # of respondents **35**. Statistics based on **17** respondents; **0** filtered; **18** skipped.